

Refund Policy

Government Subsidised and Fee for Service Courses

Full refund

iTFE will refund all course money, less the enrolment fee, if a student withdraws from the course 7 days before a course commences.

In the event of an iTFE default, iTFE will refund all the course money for that part of the course that has not yet been delivered within a period of fourteen (14) days after the default day if;

- the course does not start within a reasonable time; or
- the course ceases to be provided to the student at the location at any time after it starts and before its completion; or
- the course is not provided in full because a condition has been imposed on the registration of iTFE and the student has not withdrawn before the occurrence of any one of the events stated above; or
- the student may be offered an alternative course at similar value at iTFE at no extra cost. We will ask the student to sign a document to confirm his/her acceptance of the placement in another course.

Partial Refund (Fee for Service courses only)

Note: Partial refund is not paid for Government subsidised courses.

iTFE will refund the balance of paid tuition fees for training not yet delivered to a student or intending student within four (4) weeks of receipt of a written claim in relation to a course if;

- a student withdraws from a course after a course commences because of exceptional and extenuating circumstances of a compassionate nature such as death or severe illness in the immediate family. A completed and approved iTFE withdrawal form, is available at iTFE Reception.

No Refund

iTFE will not refund course money if;

- a student withdraws from the course after the commencement of course, or
- a student obtained an offer to a course at iTFE on the basis of fraudulent documents. iTFE reserves the right to retain the Tuition Fee paid on the commencement.

Claiming a Refund

- All requests for refunds must be made in writing and emailed to careers.advisors@itfe.edu.au
- The request must identify the reason for the refund and must include supporting documentation according to the circumstances such as; proof of exceptional and extenuating circumstances affecting a close family member.
- iTFE will process refunds within four (4) weeks of receiving a written request from a student. The date of notification of the request for a refund is from the date the request for a refund is received at iTFE.

- iTFE pay all refunds by either bank draft or electronic funds transfer in Australian dollars to the student's bank account within Australia.
- iTFE will not make any split payments to two or more parties.

Enrolment Fee Refund

In the event that a student cancels their enrolment prior to their enrolment being processed by iTFE, no cancellation fee shall apply.

Appeals Process

A student who is refused a refund under iTFE Refund Policy may appeal within seven (7) days in writing to the CEO whose decision will be final.

iTFE's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

Student Rights

This policy and the availability of complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws www.consumerlaw.gov.au

Document Control

Document Number:	PP007	Developed by:	Compliance Manager, Deb Defina
Policy Owner:	Chief Executive Officer	Approver Name & Role:	Craig McGrath, CEO
Evidence of Approval:	Email	Electronic Record:	I:\iTFE\iTFE Quality Framework\Policies, Forms, Checklists - Staff access
Version No:	V2023.01	Review Due To:	Due for review
Date Approved:	27/02/2023	Next Review Due:	27/02/2023
Compliance/Standard Reference	Standards for Registered Training Organisations 2015: Clauses 5.3		

Revision Record:

Date	Version	Revision description
27/02/2023	V2023.01	Updated Full Refund to state – 'less enrolment fee'. Added no cancellation fee where the student cancels prior to enrolment being processed. Adjusted statement from a course not starting to 'within a reasonable time'. Added 'the student may be offered an alternative course at similar value'. Changed General Manager reference to CEO.